



Grand Rapids Water System
300 Monroe Ave NW
Grand Rapids, MI 49503

**ALL USERS SHOULD RECEIVE A COPY OF THIS REPORT.
PLEASE CONTACT US FOR ADDITIONAL COPIES.**

More Information:

If you have any questions regarding your bill, leaks or other water service related issues please call customer service at 311 or 616-456-3000.

The Grand Rapids City Commission sets policies for the Water System. For meeting dates and times, please visit grcity.us/clerk

This report is also available on the internet at:
grcity.us/water

En Español: Este informe contiene informacion muy importante sobre el agua potable que le provee a Ud. La ciudad de Grand Rapids. Traduzcalo o hable con alguien que lo entienda bien. Para mas informacion por favor llame a 311.



Source Water Assessment:

Lake Michigan is the sole source of water treated for the Grand Rapids Water System. This is considered a surface water source. The MDEQ completed a Source Water Assessment for the City of Grand Rapids water supply in 2003. This report found that our water supply has a moderately high susceptibility to contaminants. Environment contamination is not likely to occur when potential contaminants are used and managed properly. The Grand Rapids Water Treatment Plant routinely and continuously monitors the water for a variety of chemicals to assure safe drinking water. Industrial chemicals have not been detected in our source or treated water. The Grand Rapids Water System continues to be involved in and supports watershed protection efforts. If you would like information about the Source Water Assessment or have questions concerning the water quality testing results in this report please contact:

City of Grand Rapids Customer Service
300 Monroe Ave NW
Grand Rapids, MI 49503
311 or (616)456-3000
water@grcity.us

Producing and delivering excellent water to our customers that will protect public health, support the economy, protect life and property from the threat of fire and contribute to overall quality of life.

Grand Rapids Water System

Water Quality Report

2014 Data



Proudly Serving Residential and Commercial Customers in:

Ada Township
Cascade Charter Township
City of Grand Rapids
City of East Grand Rapids
Grand Rapids Charter Township
City of Kentwood
Tallmadge Charter Township
City of Walker
Portions of Ottawa County

The Grand Rapids Water System is proud to present our annual Water Quality Report. This report provides important information about your drinking water. We have continued to meet the challenge of providing safe, quality water which meets or exceeds the requirements set forth by the Environmental Protection Agency and the Michigan Department of Environmental Quality (MDEQ).

Why do you get this report?

The Environmental Protection Agency (EPA) requires every community water supply throughout the United States to report specific details regarding water quality along with any contaminants which may be found in our tap water and source water. In order to ensure this information reaches all of our customers, the EPA requires this report to be mailed to each household and business we supply.

The Grand Rapids Water System is committed to providing you with high quality water. We also understand that occasionally a concern may arise. At times the water may appear cloudy or rusty, or may have an unusual odor. This change in water quality could be caused by various reasons. Construction in the area, in-house water filtration, water system maintenance, recent plumbing work done in your home/business, or seasonal weather related changes are just a few possibilities. Whatever the reason, we want to address those concerns, which may be conveyed by calling:

Grand Rapids Customer Service at 311. Those who are unable to dial 311 or live outside Grand Rapids city limits can call (616)456-3000.

Water Quality Data of 2014

Regulated at the Treatment Plant							
Substance	Units	Range of Detections	Highest Level Detected	MCL	MCLG	Violations	Likely Sources
Barium	ppm	0.021	0.021	2	2	No	Erosion of natural deposits
Chromium	ppb	n.d.		100	100	No	Erosion of natural deposits
Fluoride	ppm	0.71	0.71	4	4	No	Water additive which promotes strong teeth
Nitrate	ppm	0.5	0.5	10	10	No	Erosion of natural deposits
Turbidity*	NTU	0.013 - 0.800	0.800	TT	n/a	No	Soil runoff

*Our treatment for turbidity was in 100% compliance of the regulatory limit. We are allowed a minimum of 95% compliance.

Regulated in the Distribution System							
Substance	Units	Range of Detections	Maximum Running Annual Average	MCL or MRDL	MCLG or MRDLG	Violations	Likely Sources
Chlorine Residual	ppm	n.d. - 1.87	0.86	4	4	No	Water additive used to control microbes
Haloacetic Acids	ppb	9 - 56	28	60	n/a	No	By-product of drinking water chlorination
Total Trihalomethanes	ppb	20 - 58	45	80	n/a	No	By-product of drinking water chlorination

Regulated at the Customer's Tap							
Substance	Units	Range of Detections	90th Percentile	AL	MCLG	# of Samples exceeding AL	Likely Sources
Copper (tested in 2013)	ppb	1.6 - 150	55	1300	1300	0	Corrosion of household plumbing system
Lead (tested in 2013)	ppb	n.d. - 12	2.2	15	0	0	Corrosion of household plumbing system

Unregulated Contaminants				
Substance	Units	Range of Detections	Average	Likely Sources
Sodium	ppm	8	8	Mineral and nutrient

Cryptosporidium and Giardia	
Cryptosporidium and Giardia are microscopic organisms that are commonly found in surface water throughout the U.S. Historical sampling of the Lake Michigan Filtration Plant source water indicates it is a low risk for contamination from these organisms. The current test methods are not capable of determining if detected organisms are alive and capable of causing illness or dead.	
Source Water - There were no Cryptosporidium or Giardia detected in our source.	
Treated Tap Water – There were no Cryptosporidium or Giardia detected in any treated tap water samples.	
****Note: The data table contains the highest annual test results for all required and voluntary monitoring of regulated substances. The Grand Rapids Water System monitors many regulated substances more frequently than required, and as a consequence, these results are included in the table above.	

Water Quality Table Key and Definitions

MCL - Maximum Contaminant Level: This is the highest level of a substance that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

MCLG - Maximum Contaminant Level Goal: The level of a substance in drinking water below which there is no known or expected health risk. MCLG's allow for a margin of safety.

MRDL - Maximum Residual Disinfectant Level: The highest level of disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

MRDLG - Maximum Residual Disinfectant Level Goal: The level of drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

ppm - Parts per Million: You win a one million-dollar lottery. You give a friend one dollar. That's 1 ppm.

ppb - Parts per Billion: Your rich uncle passes away and leaves you \$10 million. However, in counting your inheritance, you discover that 1 cent is missing. That's 1 ppb.

Turbidity - A measure of the clarity of the water. We monitor it because it is a good indicator of the effectiveness of our filtration system.

NTU - Nephelometric Turbidity Unit: Measurements of the minute suspended particles. Used to judge water clarity.

TT - Treatment Technique: A required process intended to reduce the level of a substance in drinking water.

AL - Action Level: The amount of a substance when exceeded requires a treatment change or other response by a water system.

n/a - Not applicable

n.d. - Not detected

About Contaminants

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or human activity.

Contaminants that may be present in source water include: Microbial contaminants such as viruses and bacteria which may have come from septic systems, agricultural livestock operations, sewage treatment plants, and wildlife; Inorganic contaminants such as salts and metals which can be naturally-occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming; Pesticides and herbicides which may come from a variety of sources such as agriculture, urban storm water runoff and residential uses; Organic chemical contaminants including synthetic and volatile organic chemicals which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff and septic systems; and Radioactive contaminants can be naturally-occurring or be the result of oil and gas production and mining activities.



One Call To City Hall

311

or call 456-3000

Connect with all city services

In case of an emergency, call 911



311.grcity.us

Do I need to take special precautions?

The EPA sets legal limits and regulates the amount of contaminants allowed in drinking water provided by all public water systems. Sources of drinking water worldwide (both tap and bottled) may reasonably be expected to contain at least small amounts of some contaminants. Though contaminants are present it does not necessarily indicate that the water poses any kind of health risk. We treat our water according to EPA regulations.

While EPA's health-based standards for drinking water are generally safe, some people may be more sensitive to contaminants in drinking water than the general population. Some infants, children or elderly, individuals who have undergone organ transplants, people with HIV/AIDS or persons receiving chemotherapy can be at risk for infections. These people should seek advice from their health care providers. More information on potential health effects of specific contaminants can be obtained by contacting the EPA's Safe Drinking Water Hotline at 1(800)426-4791 or their website at: www.epa.gov/safewater/dwhealth.

Lead and Drinking Water

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. The Grand Rapids Water System is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. Water that has been sitting for several hours has the potential to pick up these contaminants. In order to minimize the potential exposure you can flush the tap 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline at 1(800) 426-4791 or their website at epa.gov/safewater/lead. The City of Grand Rapids implemented a corrosion control program in 1994 to reduce the amount of lead possibly leaching from household plumbing and is monitored following EPA guidelines. Prior to the corrosion control program, 37% of the homes tested had lead levels above EPA's lead limit. Since the implementation of this program the lead levels have been significantly reduced, and in our most recent round of testing, none of the 50 homes tested had lead level limit above the action level.

Grand Rapids Water System is proud to present the following new services to its customers:



- Online Bill Management and Paperless Billing Option
- Access current and past bill prints, account balance, due dates, and up to 24 months of bill history
 - Manage multiple accounts from a single eServices portal for easy water and sewer bill management and payment
 - Export billed amounts to Excel for easy summary, totals, and analysis
 - Go Green to receive bills and reminders by email in place of paper bills or continue paper bills (Optional)
 - Receive email alerts when bills are ready (no delay!)
 - Click Pay Now to pay online ~ You may continue to pay by US mail, in person at City Hall, or other current method
 - You can create an online account without going paperless
 - Earn 1,000 myGRcitypoints if you Go Green with Paperless billing
- For more information please visit: grcity.us/eservices



The Grand Rapids Water System and Fire Department own, operate and maintain more than 13,129 hydrants system-wide. Volunteers are a tremendous help in keeping access to those hydrants open throughout the winter.

The “Adopt a Hydrant” program encourages citizen volunteers to adopt a hydrant and help keep fire hydrants clear, especially after a big snowstorm. This helps firefighters quickly find and use the hydrant in an emergency. The program is open to individuals, families, businesses, and community organizations that want to ensure the safety of their neighborhoods. Earn 1000 myGRcitypoints if you adopt a hydrant within the City of Grand Rapids.

If you notice a fire hydrant that is damaged, leaking, or hidden from view please contact Grand Rapids Customer Service by calling 311. For more information please visit: grcity.us/adoptahydrant.

If you have any questions or concerns on new services please contact 311. Those who are unable to dial 311 or live outside the city limits of Grand Rapids can call 616-456-3000 or email us at: water@grcity.us

This report is being sent to you by City of Grand Rapids. State Water System ID#2790